

**FRESNO, CALIFORNIA  
CLASS SPECIFICATION**

**COMMUNITY SERVICE OFFICER**

**FLSA STATUS:**

Non-Exempt

**CLASS SUMMARY:**

The Community Service Officer is the first level in a two level Non-Sworn Community Service series. Incumbents are responsible for performing a wide variety of emergency and non-emergency support services such as parking and traffic control, crime scene support, issuing equipment, translation, special event security, crime related notifications, taking reports and statements, court liaison and testimony, drug testing, instrument calibration, and reviewing reports of other officers.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Journey positions are responsible for independently performing the essential duties of the classification.

The Community Service Officer is distinguished from the Senior Community Service Officer, which is responsible for making work assignments, overseeing the work of other Community Service Officers, training, ordering and distributing supplies, preparing reports, and performing administrative tasks in the absence of the supervisor.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

**FRE-  
QUENCY**

- |    |   |              |
|----|---|--------------|
| 1. | Assists Police Officers with non-enforcement duties; completes routine police reports; appears in court when necessary; prepares and maintains records of daily work activities.        | Daily<br>20% |
| 2. | Performs non-hazardous investigative duties related to the commission of crimes against property and persons; assists in collecting and preserving evidence at crime scenes.            | Daily<br>20% |
| 3. | May investigate non-injury and injury vehicle accidents; directs and controls crowds and traffic at accidents and/or special events.  | Daily<br>10% |
| 4. | Receives and responds to citizen inquiries, providing general assistance or directions as appropriate.  | Daily<br>10% |
| 5. | Performs a variety of routine office administrative activities in support of division operations, including filing, recordkeeping, report preparation, and/or other related activities. | Daily<br>10% |

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<b><u>TYPICAL CLASS ESSENTIAL DUTIES:</u></b> (These duties are a representative sample; position assignments may vary.)		<b><u>FRE- QUENCY</u></b>
6.	Solicits community participation, support, and input in determining crime prevention needs; presents information to citizen groups, businesses, and homeowners on crime prevention programs and methods of identification of property and valuables.	Weekly 10%
7.	Performs home and business security inspections and makes related security recommendations.	Weekly 10%
8.	Collects and compiles statistical data; researches trends and police reports for the development of home security and crime prevention programs.	Monthly 10%
9.	Performs other duties of a similar nature or level.	As Required

**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to Call Diversion may be responsible for:

- Processing latent finger and palm prints;
- Assisting with the investigation of traffic accidents;
- Booking property and evidence into custody;
- Issuing traffic citations.

Positions assigned to Crime Prevention may be responsible for:

- Facilitating neighborhood watch meetings;
- Coordinating community events;
- Preparing newsletters;
- Organizing block parties and fundraisers;
- Participating in community meetings and special events.

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**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to Traffic may be responsible for:

- Responding to citizens regarding the impounding of vehicles;
- Monitoring the performance of tow companies contracted with the City to ensure adherence to applicable policies and procedures;
- Assisting with DUI programs and check point activities;
- Coordinating the child safety seat grant.

Positions assigned to Training may be responsible for:

- Processing orders for communication radios;
- Duplicating keys;
- Assembling communication radios;
- Picking up and delivering fleet to and from repair facilities;
- Monitoring the distribution and receipt of communication radios, cell phones, and related items.

**Training and Experience** (positions in this class typically require):

- High School Diploma, or GED, and one year of public contact experience are required;  
OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Bi-lingual skills are desirable.

**Licensing Requirements** (positions in this class typically require):

- Basic Class C License
- P.O.S.T Community Service Officer (CSO) Academy successfully completed

**Knowledge** (position requirements at entry):

Knowledge of:

- City streets;
- Customer service policies, principles and practices;
- Community based organizations and service programs;
- Research methods and techniques.

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#### **Skills** (position requirements at entry):

Skill in:

- Providing customer services
- Dealing tactfully with difficult people both telephonically and in person
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Speaking in Public
- Facilitating meetings and negotiations
- Coordinating programs in assigned area of responsibility
- Safely operating and maintaining applicable tools and equipment
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

#### **Physical Requirements:**

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping and walking.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils, work space restrictions, inadequate lighting, intense noises and travel.

#### **Note:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

#### **Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 11/2007

Reviewed by the City of Fresno

Date: 5/2008